

## JOB DESCRIPTION

**JOB TITLE:** Manager (A&E, Out-patients and Hospital ANP and GP OOH)

**GENERIC JOB DESCRIPTION:** NO

<p><b>Department:</b> Accident &amp; Emergency Dept. Out-patients Department. Hospital ANP Service and GPOOH Service</p>	<p><b>Directorate:</b> Lorn &amp; Islands DGH</p>
<p><b>Division:</b> Argyll and Bute</p>	<p><b>Date:</b></p>

### JOB PURPOSE AND DIMENSIONS

The post holder has line management responsibilities for Accident & Emergency staff including Specialist Emergency Advanced Nurse Practitioners, Hospital Advanced Nurse Practitioners and Out-Patient staff.

The post holder will manage the nursing and associated resources in Accident & Emergency, Injury and Illness, Hospital ANP team and Out-patients, within the available budget and focussed framework of quality, best practice, the national agenda and strategic objectives of NHS Highland, in both planned and unscheduled care.

The post holder will be responsible for the assessment, planning, delivery and evaluation of high quality nursing care programmes, delivered to some 8000 patients a year within the Accident & Emergency department, 10,000 patients a year attending the out-patients department, and out of hours (OOH) services.

The post holder will practice as an autonomous practitioner (responsible for their own actions) who without referring to a doctor, will independently assess, examine, investigate, interpret, diagnose, treat and discharge /refer directly to other medical specialities in the role of Senior Advanced Nurse Practitioner.

The post holder is responsible for interpreting broad policies such as those related to clinical care (including independent prescribing and decision making guidance) and general /occupational policies as a manager.

The post holder will be required to apply superior clinical judgement skills to identify and assess highly complex / problematic events such as suspected child abuse, domestic violence and sexual assault, taking into consideration the implications of such events/ judgements.

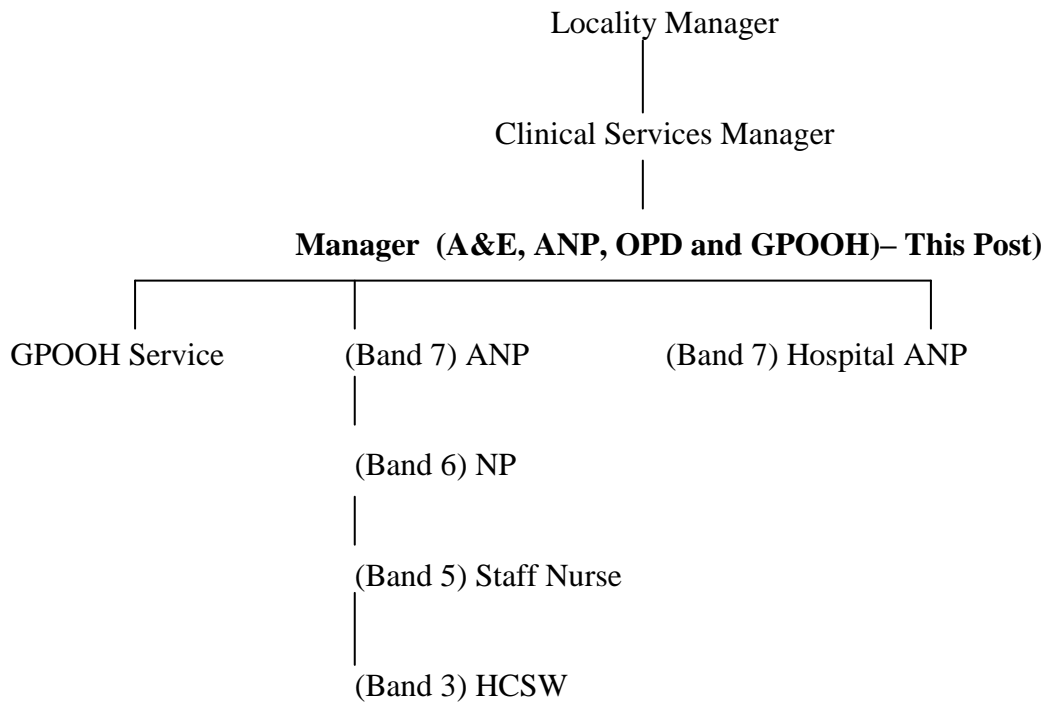
The post holder will utilise extensive specialist knowledge, comprehensive skills and experience at an advanced level to participate in, direct and supervise the multi-disciplinary teams of Accident & Emergency, Injury /Illness, OOH services and out-patients: working across role boundaries, providing holistic care, sensitive to the needs of patients in the service areas covered by these teams.

The post holder will provide leadership, clinical support and advice to specialist nursing staff, nursing staff and junior medical staff and ensure optimal patient care. This aspect of the role will involve devising specialist training programmes for clinical staff.

The post holder will be required to act as site controller on a regular rotational basis including out of hours, managing incident such as fire alerts, staffing issues and potential major incident alerts for example.

The post holder will lead the co-ordination and development activities of all allocated service areas of the Accident & Emergency Department, Hospital Advanced Practitioner Services, Out-patients and OOH Services including GP's.

## ORGANISATIONAL POSITION



MAIN TASKS, DUTIES AND RESPONSIBILITIES	FREQUENCY
<p><b><u>Managerial</u></b></p> <ol style="list-style-type: none"> <li>1. As line manager to directly manage the Accident &amp; Emergency Department service, Emergency Nurse Practitioner services, Out-patient department services.</li> <li>2. Manage the nurse staffing and supplies budgets through effective use of resources, ensuring compliance with Health Board Standing Financial procedures.</li> <li>3. Budget holder for Accident &amp; Emergency Department, Hospital at Night and Out-patients department.</li> <li>4. Provide professional /managerial leadership to the nursing team within a framework of best practice, Corporate and Clinical Governance and national and local strategies.</li> <li>5. Lead in the recruitment and selection of staff.</li> <li>6. Ensure nursing staff maintain and develop clinical nursing skills and competencies in accordance with NMC and national strategy requirements.</li> <li>7. Lead in staff appraisal, KSF and personal development plans with all staff.</li> <li>8. Lead in the introduction of Clinical Supervision with staff.</li> <li>9. Be responsible for forward and strategic planning for the Accident &amp; Emergency Department, Injury /Illness service, Advanced Nurse Practitioner services, Out-patients department, and unscheduled care including the GPOOH service. identifying the way forward within national strategies and health board clinical strategy for the service development over the coming years</li> <li>10. Succession planning.</li> <li>11. Ensure a safe working environment and working practices of self and other staff regarding Health &amp; Safety at Work Regulations e.g. Moving and Handling, COSHH, Fire Procedures and RIDDOR.</li> <li>12. Actively promote safety of patients, visitors and staff at all times and ensure that systems are in place to identify clinical risk and report incidents to the Hospital Management Team, complying with all organisational, health and safety and infection control policies.</li> <li>13. Participate in the identification and risk management strategies incorporating these through nurse management, to the risk register and ensure that all risks to patients and staff are identified through the incident reporting system.</li> <li>14. Formulate policies, protocols, guidelines and competencies within Accident and Emergency, Illness / Injury and Advanced Nurse Practitioner teams to provide a framework for staff to deliver a service competently and confidently to the identified group of patients.</li> <li>15. Lead in the investigation and analysis of accidents, incidents and complaints.</li> <li>16. Ensure that any incidents, complaints and other undue occurrence is handled and reported in accordance with current Health Board policy.</li> <li>17. Monitor complaints and implement changes accordingly where possible.</li> <li>18. Manage and monitor sickness / absence levels following health board policies.</li> <li>19. At all times co-ordinate nursing activities efficiently and effectively by leading, assisting, informing and deploying staff as appropriate.</li> <li>20. Ensure that staff and all junior staff are fully conversant with all emergency procedures, including major incident, cardiac arrest, fire and trauma calls.</li> <li>21. Provide confidential support to colleagues and appropriately refer to outside helping agencies.</li> <li>22. Ensure that patient satisfaction with the service is assessed and monitored regularly.</li> <li>23. Liaise with members of the multi-professional team and facilitate good working relationships /communication to provide a patient focussed service and promote the delivery of unscheduled care services</li> <li>24. Implement redesign initiatives and lead and drive service development across the multiple areas of managerial responsibility.</li> <li>25. Act as site manager on a rotational basis (including out of hours) and manage /co-ordinate the associated risks such as fire alerts, cardiac arrests, staff/patient incidents, major incidents for example.</li> <li>26. Responsible for the service developments within the Accident &amp;Emergency Department , Advanced Nurse Practitioner services, Out-patients services and Unscheduled Care services including the GPOOH service.</li> </ol>	50 %

## Clinical

1. Is an expert practitioner providing support, clinical advice and supervision to all members of staff as required ,including the provision of highly specialist support / advice to department and ward staff for the provision of patient care e.g.: care of those with actual /suspected spinal injury/ orthopaedic management / major trauma.
2. Demonstrates advanced clinical competence and a knowledge base beyond that associated with conventional nursing roles.
3. An autonomous practitioner within the speciality of Accident and Emergency Nursing who independently of a doctor assesses, examines, investigates, interprets investigations, diagnoses, treats and discharges / refers directly to medical specialists (orthopaedics /ophthalmology and ENT) patients who present with injury /illness, when in the role of Emergency Nurse Practitioner.
4. Work as an advanced practitioner with specialised skills in Accident & Emergency Nursing/ Injury and illness, developing specialised programmes of care to patients; demonstrating advanced clinical competence gained from specialist training in all relevant fields including that of independent nurse prescribing.
5. Work as a clinical expert responsible for immediate treatment interventions to meet the physical and psychological needs of patients.
6. Provide clinical expertise to ward staff, departments and the multi-disciplinary team, including junior medical staff in the absence of their senior colleagues.
7. Provide personal, professional and clinical support to staff, patients and visitors.
8. Show excellent skills in history taking supported by clear and concise documentation to allow triage , a system which indicates the urgency in which a patient must be seen by the Emergency Nurse Practitioner / Dr or Specialist Medical Practitioner.
9. Utilise superior clinical judgement skills to identify and assess highly complex /challenging events such as suspected child abuse / domestic violence and sexual assault.
10. To provide a highly specialist level of care to a specific group of patients in the Accident & Emergency department and ward areas, ensuring delivery of evidence based nursing care e.g.: trauma management skills, utilisation of advanced life support skills /paediatric advanced life support skills including advanced airway management (intubation) and Intraosseus cannulation in children.
11. Undertake advanced examination and investigation of each patient in your care including the request and interpretation of x-rays and bloods, recognising abnormalities and early signs of illness, initiating action, implementing treatment and monitoring accordingly.
12. Make multi-faceted judgements in a wide range of acute and complicated situations especially in situations where limited patient information is available and/or conflicting information / advice is obtained, such as trauma / resuscitation and suspected abuse events for example.
13. Translate broad clinical and professional policies to instigate action looking for direction where essential from suitable resources.
14. Ensure that accurate and consistent records are maintained, providing a clear record of the patient's episode of care.
15. Perform invasive procedures such as venepuncture and cannulation for taking blood and commencing intravenous fluids.
16. Perform minor surgical skills required such as suturing, incision and drainage and removal of foreign bodies.
17. Perform plastering skills.
18. Work as a non- medical prescriber.
19. To maintain a close working relationship with the multi-disciplinary team and foster good working relationships.
20. To have excellent interpersonal skills to motivate staff and communicate effectively with a wide range of people.
21. Check all equipment on a daily basis.
22. Directly supervise and support staff within the Accident & Emergency/ Out-patients and Hospital Advanced Practice teams in their decision making and delivery of care to patients whose needs may be predictable or unpredictable.
23. Provide clinical leadership, develop innovative ideas to improve the effectiveness and efficiency of care and collaboratively set and measure standards of care delivery.
24. Continually assess risk across all three practice areas, acting consistently within legislation, policies, procedures and other quality approaches, encouraging others to do so.
25. Utilise computer software on a daily basis to obtain evidence based care guidance and to maintain records of competency / professional development of self and others.

35%

## **Professional**

1. Act as leader in the advancing nursing practice within the identified clinical areas.
2. Lead in the development of the Advanced Nurse Practitioner roles and others within Accident & Emergency and Out-patient services facilitating study, training and research and audit as appropriate and lead developments in the development unscheduled care services incorporating the GPOOH service..
3. Participate in the formulation of and lead in the implementation of competencies / frameworks for use within Accident & Emergency/ Out-patients and OOH services.
4. Lead in the development of policies, protocols and guidelines for use within the clinical areas and contribute to the wider discussion on policies within the CHP and health board.
5. Lead in the implementation of developed policies, protocols and guidelines.
6. Lead in the development, implementation and evaluation of strategies to improve practice in the assessment and development of specialised and highly specialised care programmes.
7. As department manager, promote and facilitate the management of change (clinical /managerial) within Accident & Emergency, Hospital Advanced Practice team, Out-patients and OOH services.
8. Adhere to radiology department guidelines in regard to Ionising Radiation (Medical Exposure) Regulations 2000 when requesting x-rays.
9. Ensure confidentiality at all times.
10. Be aware of the Health Board Policies and wider nursing agenda.
11. Adhere to standards of Health, Safety and Security.
12. Work within all NMC and Health Board Guidelines.
13. Ensure all written documentation is clear, concise and complies with NMC Standards for Records and Record Keeping.
14. Non-medical prescriber – Maintain competence /registration as a prescriber adhering to all prescribing regulations – NMC /local and national policies.

100% of working week (Continuous)

## **Educational**

1. Maintain own personal and professional development /clinical competence and credibility by maintaining and pursuing continual educational opportunities.
2. Identify training and educational needs of staff in A&E / Hospital Advanced Practitioners and Out-patients to ensure safe practice and the updating of skills and knowledge, maintaining accurate records of all staff progress and developmental training.
3. Lead in the allocation of students to appropriate supervisors / assessors and act as an assessor /supervisor in practice for pre / post registration and post-graduate students.
4. Lead in the initiation of new programmes of education and training not previously envisaged, so that the services continue to evolve and change, thus developing the unscheduled and planned services.
5. Liaise with appropriate academic personnel to co-ordinate strategic views of educational plans to address service needs and developing future roles , as well as contributing to and influencing the development of pre / post registration curriculum and teaching / assessing the various groups of staff.
6. Participate in the development of training schedules for the expansion of nursing roles within the sphere of responsibility utilising a competency based approach.
7. Support and develop clinical skills and expertise of nursing and medical staff by assessing and supervising their skills in a variety of clinical areas to ensure confidence and competence.
8. Provide an appropriate learning environment for students, trained staff and junior medical staff.
9. Complete training needs analysis within the sphere of practice, appraising and evaluating the effectiveness of course attendance in terms of outcome and cost on an annual basis.
10. Provide teaching in educational establishments (pre and post graduate level) of specialist injury /illness and Accident and Emergency Nursing subjects.

10 %

Although in clinical practice this is all ongoing (Continual practice).

**Audit / Research**

1. Actively seek opportunity for audit /research practice within areas of responsibility, pulling together information and presenting these locally and across the CHP.
2. Participate in relevant data collection, facilitating the audit and evaluation of performance across the areas of responsibility,
3. Participate in the application /evaluation of research findings thus ensuring evidence based practice.
4. Apply current research findings to clinical care to provide best practice on a daily basis.
5. Participate in formal audits on an ongoing basis for unscheduled care service delivery (Daily).
6. Regularly undertakes research and development activities to initiate / implement clinical future developments.

5%

(Ongoing in clinical practice as a practitioner)

## EQUIPMENT AND MACHINERY

Please describe any machinery and/or equipment used in the job:

1. Hoists
2. Monitors- oxygen saturation , blood pressure etc
3. ECG Machine
4. Needles and Syringes
5. IV Cannula / Intraosseus needles and syringes
6. Moving and handling aids :Pat slide / easy slide etc
7. Patient trolleys
8. Patient wheelchairs
9. Commode
10. Anaesthetic machine
11. Defibrillator
12. IV stands
13. Electric thermometers
14. Blood glucose machines
15. Scales and height measures
16. Syringe ,nutrition and volumetric pumps
17. Drip counters
18. Plaster saw
19. Plaster of paris
20. Walking aids :crutches
21. Suture sets
22. Blood gas analyser
23. Airway adjuncts
24. Suction equipment
25. Resuscitation trolley equipment /trolley
26. Telephone / fax / computer/ photocopier
27. Tele-radiology machine
28. Treadmill / ETT machine
29. Bunson Burner

Give brief description of use of each item used:

1. Lifting / moving patients
2. Observation of patient vital signs
3. Permanent recording of cardiac rhythm/ record heart tracing for cardiac activity interpretation
4. Prepare and give intravenous injections, venepuncture and anaesthetic block administration.
5. Cannulation of veins to provide venous access for bloods / fluid / medication
6. Moving patients from trolley to bed
7. Moving patients between departments
8. Moving of patients between departments
9. For patients unable to walk – moving and handling skill
10. For delivering anaesthesia /monitoring
11. For administering electric shock in cardiac arrest
12. For holding fluid bags
13. For taking temperatures
14. To accurately measure blood glucose levels to influence treatment
15. For weight & measure determinants for treatment administration
16. For giving accurate IV fluids and drugs / provide enteral feeds for those with swallowing difficulties
17. For giving accurate fluids
18. For removing plaster casts
19. Immobilisation of fractures
20. Show patient how to mobilise when unable to weight bear due to injury
21. Instruments and materials required for suturing
22. A biochemical machine which analyses blood gas samples to assess patients respiratory and metabolic condition
23. To provide respiratory support for those unable to breath unaided
24. Clearing respiratory secretions
25. Emergency life support equipment / defib/ airway management and drug administration
26. Communication with others / generate information etc
27. Send x-rays to other hospitals to allow for specialist opinion
28. Exercise tolerance testing for cardiac patients – diagnostic equipment
29. Trephining – releasing pressure from nail injuries – involves heating needle.

## SYSTEMS

Please describe any system used in the job:

1. Computers and associated software
2. Software packages
3. Novell, Groupwise, Compass, SCI
4. Patient care plans/ medical notes/ observation charts
5. Teleradiology
6. Maintenance of patient records
7. Referral systems , telephone and fax
8. Ambulance radio system
9. Referrals /discharge forms
10. Policies / guidelines for Nurse Practitioners
11. Patient Group Directives
12. Nurse prescribing pad
13. Auto issue blood bank
14. Hospital paging system
15. Sickness / absence
16. Nursing resource request / manpower planning

Give brief description of use of job holder's role in relation to each system:

1. Databases e.g. allow ability to identify location of and pull patient records especially during the night when no medical record staff, access blood results.
2. Regular utilisation of software packages to obtain evidence based practice guidance (daily) and to develop / maintain records of competency / professional development.
3. As above
4. Documentation of patient details and progress, record results, reports and results.
5. Obtain specialist opinion immediately from other hospital that may alter management of patient
6. Keeping patient records
7. Transferring patient information
8. Contact with ambulance service – inform and receive information regarding emergency situations / expected emergencies
9. Give advice and information to other members of the multi-professional agency groups  
Communicate with other GP's, hospitals / departments as appropriate to ensure efficient follow-up
10. System used to patient care (evidence based)
11. System used by non prescriber to administer medication
12. Used by non-medical prescribers for prescribing medication
13. Accessing blood supplies
14. Contacting other staff, porters, staff out with current location etc.
15. Manual collection of data
16. Bank / agency / skill mix/ Telford manpower exercise

## DECISIONS AND JUDGEMENTS

Please describe the nature of supervision of the job, areas of discretion, and typical judgements made in the course of the job:

As the Manager of the Accident & Emergency service, Emergency Nurse Practitioner injury / illness service, Hospital Advanced Practitioner services, Out-patient services and OOH Services, manage the staff and associated resources. As Manager and Senior Emergency Nurse Practitioner manage both emergency and non-emergency ,clinical and non clinical facts /situations that frequently involve utilisation of expert clinical skills to recognize and assess complicated events that often prove to be made up of several elements requiring superior communication and clinical judgement skills for example : in cases such as those of suspected child abuse, assault , resuscitation, management of the psychiatric patient and conflict management .

As an Expert in the field of Accident and Emergency Nursing and Senior Advanced Nurse Practitioner, the clinical role requires the practitioner to work autonomously, and without reference to a doctor, independently assessing, examining, investigating, diagnosing, treating and discharging/ referring patients directly to other specialities which involves a significant responsibility including that of non-medical prescribing. This role may include leading / managing life / limb threatening situations that may follow events such as trauma, situations in which the practitioner is required to employ their highly specialised skills to care for patients. (Skills may involve utilisation of Advanced Life Support Courses such as adult and paediatric resuscitation, Advanced Trauma Life Support and specialised Accident and Emergency Nursing Course).

When managing the care of illness / injury patients the practitioner acts independently, with care based upon their understanding of broad clinical and professional policies allowing them to initiate action which they consider to be appropriate as a lead specialist. Site management duties involve day to day management of the operational running of the hospital during the day and both managerial and operational running of the hospital out of hours including staff resources /bed management / fire alerts/ complaints/ responding to emergency calls and initiating major incident procedures as required for example.

All duties involve the role of resource for others to provide advice, guidance, support, supervision, teaching and assessment for staff to ensure practice is evidence based and that staff is confident and competent to practice, working within local and national guidelines. There is a significant requirement to plan and co-ordinate specialist services within the available resources.

The majority of the above tasks are managed simultaneously which requires a high level of organisation.

## COMMUNICATION AND RELATIONSHIPS

Who potholder communicates With:	What communication is about:	Any difficulties encountered:
Patients	<p>Care planning- provide and receive information which can be highly sensitive and highly complex concerning assessment, diagnosis, prognosis and treatment. Examples of this are situations such as suspected child abuse, miscarriage, terminal diagnosis, emergency psychiatric patients, death following trauma and violent and aggressive patients. These are conditions which require the utilisation of highly developed interpersonal and communication skills especially as this situation tend to provoke an atmosphere of hostility. In these events, staffs requires empathy and must use their persuasive /motivational skills simultaneously with management of aggression training skills to pacify the situation to maintain an environment of safety for all concerned.</p>	<p>Patients present to the A&amp;E department with a range of unpredictable complaint. Some of the communication difficulties encountered pertain to those with mental health issues, children, alcohol / drug induced states, stroke and head injury victims and unknown patients that have collapsed often resulting in the unavailability of information. It is not uncommon for language barriers to occur due to the above and due to those presenting to the department with English not as their first language which has become problematic on frequent occasions.</p>
Relatives / Carers	<p>Providing highly complex /sensitive information to those who have been bereaved, involved in suspected cases of child abuse and those involved in sexual assaults / sexual health etc. These are situations that require extreme sensitivity and superior clinical judgement skills as the consequences of poor communication could prove detrimental to those involved. The need for tact and diplomacy is paramount and utilisation of counselling skills training provides a basis for communication in such circumstances. This involves communicating in terms that can be understood by the recipient especially when children, multi-cultural persons, the elderly or those under the influence of alcohol / drugs are involved as with all situations.</p> <p>History taking may involve the receiving of complex / sensitive information especially regarding personal issues.</p>	<p>Individuals have various knowledge of conditions and therefore information needs to be given appropriately. Due to the nature of some presentations to the A&amp;E department it is frequently the case that nursing staff are making clinical judgements with little information due to the inability to access notes, because patients do not like to say or because emergency circumstances do not enable verbal communication. The nurse therefore is required to use exceptional communication / clinical judgement skills taking into consideration consequences of their decisions. The above highlight the barriers to communication. Other barriers encountered on a daily basis are those of managing patients across the complete age continuum.</p>
Nursing staff AHP's / all levels of Medical staff and managers.	<p>Managerial / clinical issues. Investigating /managing complaints, disciplinary matters, accident / incident reporting etc, situations that frequently lead to highly emotional atmospheres where there are considerable barriers to receiving the information given. This requires the provision of excellent negotiation and sometimes counselling skills at the highest level. Communicating information regarding changes to services / policies and guidelines and the strategic planning for the future development of the services, information that may be controversial and therefore require delicate handling.</p> <p>Patient journey including full documentation, audits, care planning, follow-up etc.</p> <p>Lead in the provision of KSF / PDP organization and ongoing development with all staff to whom management responsibility exists.</p>	<p>Lack of acceptance, differing views, expectations and opinions. Change is often a difficult aspect to communicate to others.</p>

<p>Multi-disciplinary / other agency staff</p> <p>Educational staff / resuscitation officer / practice development nurse / Higher education establishments and National education centres.</p>	<p>Liaison with agencies such as social work, police, community staff, occupational and physiotherapy staff and ambulance staff as examples to disseminate information regarding specific patients such as those involved in child/ adult protection issues, transferring of patients, violent and aggressive behaviours / psychiatric issues etc.</p> <p>Lead in initiation of case conferences as required and liaise with multi-disciplinary persons to maintain communications. Take formal minutes of such meetings, circulating them to the group and to the larger assembly of persons to whom the subject may be in contact with.</p> <p>Training requirements /programme developments. Participate in the strategic planning of national development competency frameworks / development of local / national guidelines related to specific area of practice. Participate in the development of post-graduate training programmes. Discussion regarding funding opportunities and dedicated training for the clinical services developments.</p>	
--	---	--

### PHYSICAL, MENTAL AND EMOTIONAL DEMANDS OF THE JOB

Physical skills	<ol style="list-style-type: none"> <li>1. Moving and handling – manual hoists equipment to transfer patients including bariatric (obese) patients confused and disabled.</li> <li>2. Dexterity in giving IV injections / preparing intravenous infusions and utilising medical devices /equipment and therapies.</li> <li>3. Suturing and minor surgical skills.</li> <li>4. Wound care techniques.</li> <li>5. Dexterity in managing invasive equipment.</li> <li>6. Advanced life support skills including cardio-pulmonary resuscitation, airway management techniques such as intubation and splinting application for fractures.</li> <li>7. Application and removal of plaster of Paris and synthetic casts for limb immobilisation.</li> <li>8. Advanced physical assessment skills including all systems of the body.</li> <li>9. Computer keyboard skills.</li> <li>10. Management of aggression skills</li> </ol>	<ol style="list-style-type: none"> <li>1. Frequent</li> <li>2. Frequent</li> <li>3. Frequent</li> <li>4. Ongoing</li> <li>5. Frequent</li> <li>6. Frequent</li> <li>7. Frequent</li> <li>8. Frequently (Daily)</li> <li>9. Frequently (Daily)</li> <li>10. Frequently</li> </ol>
Physical effort	<ol style="list-style-type: none"> <li>1. Continual movement of patient wheelchairs, trolleys, monitors with patient weights more than 15kg for several short periods of intense effort, often in restricted space.</li> <li>2. Frequent sitting, standing, walking, bending for long periods of time during a shift.</li> <li>3. Cleaning and maintaining equipment daily.</li> <li>4. Intense physical effort – several short periods during shifts – plastering, holding limbs, moving patient trolleys to and from x-ray and wards especially out of hours.</li> <li>5. Moving and positioning of unconscious patients.</li> <li>6. Filing and retrieving files from shelving in A&amp;E and Medical records.</li> </ol>	<ol style="list-style-type: none"> <li>1. Ongoing</li> <li>2. Ongoing</li> <li>3. Ongoing</li> <li>4. Frequently</li> <li>5. Frequently</li> <li>6. Ongoing</li> </ol>
Mental demands	<ol style="list-style-type: none"> <li>1. Calculating drug dosages for adult and paediatric patients which can be a complex matter...</li> <li>2. Specialist care planning.</li> <li>3. Daily work pattern is unpredictable, frequently changing due to emergency patients and situations.</li> <li>4. Frequent interruptions occur which require the post holder</li> </ol>	<ol style="list-style-type: none"> <li>1.Frequent</li> <li>2.Frequent</li> <li>3.Frequent (Daily)</li> <li>4.Frequent</li> </ol>

	<p>to adapt to a rapidly changing environment for example in an emergency trauma case /resuscitation/ responding to fire alarms as site controller for example.</p> <ol style="list-style-type: none"> <li>5. Managing the care of a paediatric / adult patient requiring intensive care whilst awaiting transfer – requiring intense concentration / the acutely psychotic patient.</li> <li>6. Continual concentration when history taking and examining patient.</li> <li>7. Attendance of citation in court where the post holder is required to actively participate in the proceedings requiring the post holder to maintain a comprehensive concentration.</li> <li>8. Performance of difficult clinical interventions such as minor surgical skills / suturing and internal examinations which require extreme care /concentration.</li> </ol>	<ol style="list-style-type: none"> <li>5. Occasional</li> <li>6. Frequent</li> <li>7. Occasional</li> <li>8. Occasional</li> </ol>
Emotional demands	<ol style="list-style-type: none"> <li>1. Dealing with sudden death from event such as trauma, drowning and cardiac events.</li> <li>2. Physical and mental assaults.</li> <li>3. Verbal aggression.</li> <li>4. Child protection issues management when suspicion of neglect / abuse which may be highly distressing to staff.</li> <li>5. Domestic abuse.</li> <li>6. Breaking bad news.</li> <li>7. Frequently dealing with patients who have challenging behaviour such as psychiatric patients and those with learning disabilities etc.</li> <li>8. Frequent exposure to trauma is highly emotional and highly distressing as patients, staff and relatives may have to be counselled through the events.</li> <li>9. Certification of death.</li> <li>10. Managing patients involved in serious accidents /incidents, simultaneously caring for the relatives. This sometimes involves preparing a body in the mortuary for viewing and escorting relatives to the mortuary which can be extremely distressing therefore exposing the post holder to traumatic circumstances on occasions as part of the role.</li> <li>11. Frequent exposure to uncontaminated body fluids, faeces, blood, urine, vomit and lung secretions especially in trauma cases and many of those involving alcohol /drug problems.</li> </ol>	<ol style="list-style-type: none"> <li>1. Occasional</li> <li>2. Occasional</li> <li>3. Frequent</li> <li>4. Occasional</li> <li>5. Occasional</li> <li>6. Frequently</li> <li>7. Frequently</li> <li>8. Frequent</li> <li>9. Occasional</li> <li>10. Occasional</li> <li>11. Frequent</li> </ol>

### **MOST CHALLENGING PART OF THE JOB**

Effective management and prioritisation of competing demands within the multiple departments in which line management responsibility is held, utilising the available resources.

Balancing the demands of the managerial / clinical aspects of the post and acting as resource for all levels of staff both nursing and medical.

Balancing the demands of all stakeholders to provide an efficient, safe and effective service across the spectrum covered by the post holder.

Managing an unpredictable workload.

Providing adequate clinical support to nursing and medical staff and providing highly specialist advice as required which contributes to the care given, enabling staff to maintain safety within the specialist area of trauma nursing / orthopaedic care: without this the outcomes of management could be detrimental to patients especially for example, in caring for those with suspected spinal injuries.

Fostering good working relationships with all departments, ward and other multi-disciplinary staff including nursing, medical and managerial within the hospital and across the CHP.

Advancing innovative ideas within the multiple stranded clinical areas managed by the post holder.

Maintaining and advancing own clinical and managerial skills and knowledge to lead in the developments and implementation of the services.

Clinically, the job requires the post holder to utilise superior clinical judgement skills following assessment, to initiate action within broad policies, and interpret them enabling the post holder to develop specialised care programmes for those attending the A&E department with minor injuries to major trauma and multi-specialist complaints (for example: ophthalmic emergencies, orthopaedic emergencies and ear/nose/throat problems) all across the entire age spectrum from birth to death. Therefore the post holder is required to constantly adapt to the changing environment of the complex nature of the job.

Therefore the overall challenging part of the job is to simultaneously perform the tasks described above.

**KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

Training and /or qualifications (s) required:

Part 1 or 12 of the NMC register.  
 Minimum of 5 years post registration clinical experience within A&E, 3 years of which must have been at G grade or above.  
 Experience of leading and managing a team at a senior level with evidence of being able to initiate change.  
 Evidence of leadership /managerial skills.  
 Ability to work as an autonomous practitioner, practicing at masters level or equivalent.  
 Evidence of continuing professional development at post-graduate /master's level or equivalent.  
 Recognised Specialist ENP course at degree level or above.  
 Recognised teaching and assessing course.  
 ENB 199 Specialist Accident & Emergency Nursing Course or equivalent.  
 ALS/ EPLS/ ALERT/ TNCC.  
 Evidence of competencies in a wide range of extended skills in order to support working at an advanced level.  
 IMPACT course desirable.  
 Non-medical prescribing desirable.  
 Information technology skills.

Level of experience/ knowledge required:	Length of experience	
In-depth knowledge of active clinical/  Managerial skills.  Post-graduate /master level or Equivalent.	Minimum of 5 years post- Registration in A&E. 3 years Minimum at G grade.	

**JOB DESCRIPTION AGREEMENT**

The job description will need to be signed off using that attached sheet by each post holder to who the job description applies.

Job Holder's Signature:

Staff Representative's Signature:

Head of Department's Signature:

